

## Exhibit A to Managed Services Agreement

### Bronze Service Level Agreement

#### Depot Repair Support

1. CTS will provide the Hardware, Software and Services as agreed and outlined in Exhibit A and per any applicable Statement of Work developed by and approved by the parties in writing.
2. CTS will dispatch appropriate shipping material to Client when
  - a. Defective system fails due to a factory defect OR
  - b. The system incurs accidental damage or other covered event (repairable or total loss)
  - c. Shipping materials will be shipped with 24 hours of the date of obligation
3. When the client requests a replacement the following apply:
  - a. CTS RMA (Return Merchandise Authorization) number must be obtained by 2 pm Central to begin delivery obligation otherwise the delivery obligation begins on the next business day
  - b. Confirmation of shipping address for replacement system obtained
4. Replacement Configuration
  - a. CTS will provide a system of the same or newer model based on current availability
  - b. Refurbished units in good working order but with cosmetic damage that does not adversely affect use are acceptable
  - c. System will be provided with the latest client image or profile (if applicable)
5. Client Liability For Replacement Devices
  - a. Client shall place the failed unit in the CTS provided shipping materials, seal the container, affix appropriate label and return the unit
  - b. Failed units should be returned within 15 business days of receipt of shipping materials. – concerned about giving customers enough time
  - c. If a client has determined that the initial repaired or replacement system they have received is not working properly, another system will be sent. If the operability issue is not related to the system (network configuration or other issue) the client will be responsible for additional shipping fees for shipping of the 2nd system.
6. Complete Tablet Solutions Liability
  - a. Shipping charges for the initial delivery of the shipping materials, return shipping label (fee paid), and return of repaired or replaced unit to the client
  - b. Cost related to the repair or replacement of the failed system
7. OTHER
  - a. Failure to return units in a timely manner (See section 5c) may affect service levels.
  - b. Program assumes all units are returned to CTS at program end per agreed method.